

Job Description
Missouri State Highway Patrol

Class Title: Clerk Typist I - ISD

Title Code: V00031

Effective Date: 04/04/01

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor: Assistant Director, Information Systems Division

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

An employee in this position provides principle clerical support in the Information Systems Division and maintains a close and highly responsive relationship with fellow staff in the day-to-day activities of the division. The employee maintains all time records for the division staff and serves as a back up to the lead secretary of the division. The employee has access to confidential information and is expected to exercise discretion and professionalism. Work includes varied clerical duties requiring a considerable knowledge of office practices and an understanding of departmental procedures. Work is performed independently under general supervision.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Maintains all division employee time records and employee files; enters time records into the SAM II system.

Serves as back up to division's lead secretary as needed.

Organizes and prioritizes the flow of work within the scope of job duties and expedites the dissemination of work to division staff in order to meet predetermined deadlines.

Collects, opens, reads, sorts, and distributes hard copy and electronic mail; distributes mail to appropriate division personnel.

Types, thoroughly proofreads, copies, forwards, and files a variety of documents (e.g., correspondence, department memoranda, IOC's, division special orders, purchase orders, etc.).

Receives checks for CJIS (MULES) circuit charges; prepares for deposit and enters information into SAM II.

Prepares charges for Liquor Control from Help Desk Impact requests; receives checks and prepares for deposit into SAM II; maintains log of charges and receipts.

Types expense reports for division staff; checks entries and attachments; submits report to affected division staff member and division director for signature; forwards to Budget & Procurement Division for processing.

Responds to requests for information via the telephone and correspondence from a variety of internal and external sources reference the Information Systems Division; assembles and forwards requested data.

Assists with answering switchboard as needed; greets the public, directs individuals to proper office; provides non-technical information, when necessary and takes and transmits messages.

Operates standard office equipment (e.g., calculator, typewriter, telephone, copier, fax machine, shredder, teletype printer, and AS/400 personal computer terminal and printer).

Prepares charges for SAC Center reports; maintains address lists file for bulk mailings.

Maintains license files for computer software.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of business English, spelling, and arithmetic.

Knowledge of modern office practices, procedures, and equipment.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to learn assigned clerical tasks within a reasonable time, to adhere to prescribed routines, and to develop some skill in the operation of office appliances.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

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Ability to organize and plan work effectively.

Ability to process a voluminous amount of work in an efficient manner.

Ability to enter information into the SAM II system.

Ability to maintain division time records.

Ability to deal effectively and provide assistance to others in person and over the telephone.

Ability to collect, open, read, sort, and distribute mail.

Ability to type, thoroughly proofread, copy, forward, and file a variety of documents detailed in the description of duties.

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Ability to check and process purchase orders and invoices.

Ability to establish, maintain, and purge files.

Ability to make calendar entries, track deadlines, and perform work noted.

Ability to operate standard office equipment as detailed in the description of duties.

Ability to schedule appointments for division staff, as needed.

Ability to work independently.

Ability to establish and maintain effective working relationships with others.

Possess the skill to type 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.